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One NSTAR Way Westwood MA 02090



# SEE IT – REPORT IT

## Important Reminder About Excavation and Construction

### Call Dig Safe® Before You Dig

As the premier electric and gas utility in Eastern Massachusetts, NSTAR takes the safety of our customers, employees and communities very seriously. Our employees take great pride in maintaining a safe and reliable electric and gas system for our 1.4 million customers. We recognize construction contractors and excavators take this commitment just as seriously.



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## Important Reminder About Excavation and Construction

Failure to follow safe digging guidelines could result in ...

- A natural gas line causing an explosion or fire.
- Electric lines releasing stray electric current in the surrounding area.
- A water main flooding and causing significant property damage.
- A telecommunications line causing information outages for millions of customers, including public safety facilities.



With that in mind, it's important to remember the critical guidelines below when it comes to digging around utility lines on public or private property.

### Remember when working around utility lines ...

- Before excavating, it's the law to call Dig Safe at **888-DIG-SAFE** at least three business days prior to digging. The appropriate utilities will mark the locations of their lines.
- Check with local public official or agencies about notification procedures for all work near, or damage caused to, underground utility pipes or cables.
- If you are working near underground or overhead utility lines, please follow all safe digging laws so that you, or somebody else, doesn't get hurt. Be sure to abide by Dig Safe markings to avoid damaging utility lines.
- If you damage, or encounter a damaged NSTAR or other utility line, stop working and contact the utility immediately (NSTAR can be reached at **800-592-2000**). It is very important that this is brought to the utility's attention so a potentially dangerous situation can be fixed immediately without any injuries.
- Our web site, [www.nstaronline.com](http://www.nstaronline.com), has a "Builders & Contractors" section containing important information and requirements for electric



and gas service within our service territory. The site also contains great general information about electric and gas safety.

### Penalty for Damaging Utility Lines

Entities violating state and federal laws designed to protect the integrity of utility infrastructure will be prosecuted to the full extent of the law.

[www.nstaronline.com](http://www.nstaronline.com)

**NSTAR Electric Safety Hotline: 800-592-2000**



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## **An Important Reminder to Keep Your Outdoor Electric Equipment Safe**

It's important for the safety of your tenants, customers and the general public to ensure outdoor electrical equipment on your premises is inspected and maintained on a regular basis.

Equipment such as outdoor lighting, traffic signals, electronic signs and parking garage equipment can become damaged if they are struck by a vehicle or construction crews.

If incidents like this go unreported and unattended, it can create an unsafe condition and should be repaired immediately.

If you would like to learn more about electric safety please visit [www.nstaronline.com](http://www.nstaronline.com)

## Important Safety Tips

Please keep the following important safety tips in mind ...

- Before excavating, it's the law to call Dig Safe at **888-DIG-SAFE** at least three business days prior to digging. The appropriate utilities will mark the locations of their lines.
- Check with local public official or agencies about notification procedures for all work near, or damage caused to, underground utility pipes or cables.
- If you damage, or encounter a damaged NSTAR or other utility line, stop working and contact the utility immediately (NSTAR can be reached at 800-592-2000). It is very important that this is brought to the utility's attention so a potentially dangerous situation can be fixed immediately without any injuries.
- Stay away from downed power lines and areas or objects near a downed line. Report a downed line to NSTAR at **800-592-2000**.
- If you smell natural gas, make sure to leave the building immediately. If you are an NSTAR Gas customer call us at **800-592-2000**. Otherwise call your local gas utility.
- Make sure vents on the outside of any buildings are unobstructed. Blocked vents can cause carbon monoxide levels to increase in your home.

For additional safety tips, visit the "Safety" section of [www.nstaronline.com](http://www.nstaronline.com).

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# SEE IT – REPORT IT

Your community needs your help.

If you happen to see a street light, traffic light, fire alarm box or any other electrical equipment in your neighborhood that looks like it has been damaged, or has exposed wires, please report it to NSTAR Electric at **800-592-2000**.



Damage to electrical equipment located on sidewalks or streets can be caused by motor vehicle accidents and construction equipment. Incidents like this don't always get reported, so your help is needed in maintaining the safety of your neighborhood. Your information will be held in the strictest of confidence.

For more information about our "See It – Report It" electric safety plan, visit **[www.nstaronline.com](http://www.nstaronline.com)**.

# IMPORTANT SAFETY TIPS

- State law requires you call Dig Safe at **888-DIG-SAFE** at least three business days in advance of doing any digging.
- Stay away from downed power lines and areas or objects near a downed line. Report a downed line to NSTAR at **800-592-2000**.
- If a power line falls on your car, stay put until rescue or utility workers arrive. It is safe to use a cell phone to call for help.
- If you smell natural gas, make sure to leave the building immediately. If you are an NSTAR Gas customer call us at **800-592-2000**. Otherwise call your local gas utility.
- Make sure any vents on the outside of your home are unobstructed. Blocked vents can cause carbon monoxide levels to increase in your home.

For additional important safety tips, visit the "Safety" section of **[www.nstaronline.com](http://www.nstaronline.com)**.





# In Focus

September 2005



## Energy Use Now & Then

From hip television shows to hairdos, as a culture today it seems we're identifying more with the 1970's. We thought it would be fun to give you an idea of how your energy use has changed since the 70's. The TV room of the 70's has given way to today's multimedia room complete with big screen TV, surround sound, computers, monitors, printers, scanners and faxes. Research shows that energy use in the average house has certainly grown compared to the 70's. In fact The Edison Electric Institute estimates the average New England home now uses **200 kWh per month more** than they did in the 70's — enough to power roughly six computers.

Here's an overall look at how the energy needs of a typical home have changed.

### The 70's House | Today's House

#### Kitchen

Blender  
Electric Can Opener  
Toaster

Dishwasher  
Food Processor  
Multiple Recessed Lighting Fixtures  
Cabinet Lighting  
Microwave Oven  
Toaster Oven  
Rechargeable Cordless Phone

#### Living Area

Black & White TV  
Hi-Fi Stereo

Color, LCD, Plasma or DLP TV  
Stereo Components  
CD Player  
DVD Player/VCR  
Digital Cable Box  
Digital Video Recorder  
Computer  
Cell Phone Chargers

#### Bedroom

Alarm Clock  
Black & White Television  
Oscillating Fan

Alarm Clock Radio  
Compact Stereo  
Computers  
Cordless Phones  
Air Conditioner  
Color Television

#### Around the House

Hand Tools  
Hedge Trimmer  
Electric Lawnmower

Second Refrigerator/Freezer  
Garage Door Openers  
Electric Leaf Blowers  
Electric Grass Edgers  
Automatic Sprinkler System  
Pool Filter, Lighting, and Heating  
Outdoor Lighting  
Natural Gas Outdoor Grill



Now and into the future, NSTAR is always working hard to meet your energy needs and save you money. We're working to manage the costs associated with delivering that energy to you. In fact, we have not raised our charge for Delivery Services dramatically in over 10 years. And, we have a whole host of Energy Efficiency Programs that can help you save money on your bill. Rest assured, just as we helped meet your energy needs of the 1970's, we're here to help you meet your energy needs today and into the future.

## See It - Report It

Your community needs your help. If you happen to see a streetlight, traffic light, fire alarm box or any other electrical equipment in your neighborhood that looks like it has been damaged, or has exposed wires, please report it to

**NSTAR Electric at 1-800-592-2000.**



Damage to electrical equipment located on sidewalks or streets can be caused by motor vehicle accidents and construction equipment. Incidents like this don't always get reported, so your help is needed in maintaining the safety of your neighborhood. Your information will be held in the strictest of confidence.

More information about our "See It - Report It" electric safety plan can be found on our web site at

**[www.nstaronline.com](http://www.nstaronline.com).**

## Fall & Winter Energy Tips to Save You Money

With the fall and winter months coming up, the following tips will save you energy and help your budget too!

- Set your thermostat no higher than 68 degrees when you are home and lower the temperature when you go to bed or when you are not at home. This will ensure optimal home heating and save energy.
- Weatherize your home by caulking and weather-stripping all doors and windows. Also use locks on your windows to make them tighter and draft resistant.
- Insulate or increase the amount of insulation in your attic, basement and outside walls. Also cover through-the-wall air conditioners to prevent cold air from leaking into your home.
- Keep shades and curtains open during the day on the south side of your home to allow solar heating. Close them at night to retain heat.
- Don't block your radiators or heating vents with furniture or draperies. Keep your radiators, registers and baseboard heaters dirt and dust free.
- Have your heating system serviced once a year and regularly replace furnace filters.
- Use ENERGY STAR®-labeled lighting for outdoor fixtures and other lights left on for more than four hours.
- Close the fireplace damper when not in use.

For more energy saving tips, visit **[www.nstaronline.com](http://www.nstaronline.com)**.

## Automatic Matching for NSTAR's Discount Rate

Starting in December, 2004, the Massachusetts Department of Telecommunications and Energy required all Massachusetts electric and gas utilities to make customer information available to the Massachusetts Department of Transitional Assistance. NSTAR will make this list available on a quarterly basis.

The Department of Transitional Assistance will use this information to identify customers that may be eligible for NSTAR's Discount Rate, which is available to customers who receive certain means-tested benefits. NSTAR will then automatically enroll on its Discount Rate those Transitional Assistance clients determined to be eligible.

You can choose to exclude your information from the list by calling 800-710-3122 or by filling out an online form available in the "Customer Service" section of **[www.nstaronline.com](http://www.nstaronline.com)**. If you change your mind at a later date, you can also use this online form and phone number to include your information in future lists.

## Did You Know?

NSTAR has added a new Storm Center to our web site. Found in the Customer Service section, the Storm Center features important storm safety tips, and during a storm will include general updates about service restoration.

